StoragePilot

Privacy Policy

Last Updated: November 1, 2026

Company: StoragePilot Ltd.
Location: Vancouver, British Columbia, Canada
Email: info@storagepilot.ai

1. Overview

This Privacy Policy explains how StoragePilot Ltd. collects, uses, and protects personal information through our software, websites, and related services (the "Services"). StoragePilot is a business-to-business platform used by self-storage facilities.

We follow reasonable engineering and security practices and handle personal data in accordance with applicable privacy laws where required. By using our Services, you agree to this Policy.

2. Information we collect

We collect information needed to provide, operate, support and secure our Services.

Types of data collected include:

- **Account Information:** Name, company name, email, phone number, and login details.
- **Billing Information:** Processed securely through third-party payment processors.
- **Usage Data:** IP addresses, device/browser type, logs, analytics, and performance events.
- **Customer Data:** Data submitted by customers (e.g., tenant details, communication logs, reservation data, storage unit information, gate access events).
- **Communications:** Emails, support requests, and messages sent to us.

We do not intentionally collect sensitive categories of data.

3. How we use your information

We use personal information to:

- Provide, operate, support and secure the Services
- Authenticate accounts and maintain security
- Process subscriptions and billing
- Offer customer support and troubleshooting
- Analyse usage trends and enhance performance
- Send important service notifications or updates
- Meet legal or regulatory obligations when required

We may anonymize customer data and use the anonymized data to improve the Services. The applicable DPA governs customer-data processing and takes priority if this policy conflicts.

We do not sell personal data.

4. Legal basis for processing (EU/UK)

For EU/UK customers, StoragePilot generally processes data under:

- **Performance of a contract** (operating the platform)
- **Legitimate interests** (security and logging)
- **Consent** (for optional communications)

You may withdraw consent at any time.

5. Data storage and retention

Our primary application infrastructure and databases are hosted in **Canada (AWS ca-central-1)**. Some data is also stored or processed by service providers in the United States and other countries.

We retain customer personal data for the duration of the Services. Customers may request its return or deletion at any time. When the Services end, we return or delete customer personal data at the customer's choice and delete remaining copies, unless applicable law requires retention. The applicable Data Processing Agreement governs these obligations.

6. Security measures

We use industry-standard security practices, including:

- HTTPS for all connections
- Encryption in transit (TLS 1.2+)
- Encryption at rest (AWS-managed)
- Backups of our Canadian application databases stored securely in Canada
- Access controls and audit logging
- Regular internal reviews of security practices

While we take reasonable measures to safeguard information, no system is completely secure.

7. Data sharing and service providers

We share limited personal data with trusted service providers who support our platform. These may include:

- Cloud hosting and infrastructure providers
- Communication services (voice, SMS, email)
- Payment processors
- Email and data ingestion services
- Analytics and logging tools
- AI model and processing providers

All processors are required to handle data securely and in accordance with applicable privacy obligations.

We do not share data with third parties for advertising purposes.

8. International transfers

Personal data may be processed in Canada, the United States and other countries where our service providers operate. We apply appropriate safeguards to international transfers where required by applicable law.

9. Your privacy rights

Depending on your region, you may have rights such as:

- Access to your data
- Correction or deletion
- Data portability
- Restriction of processing
- Objection to processing
- Withdrawal of consent

You may exercise these rights by contacting us. We respond within required timeframes.

For customer-submitted tenant data (“Customer Data”), requests must come from the customer (Data Controller).

10. Marketing and communications

We may send product updates or service announcements.
Marketing communications are optional and may be sent manually or automatically.
You may unsubscribe at any time.

Essential service notifications cannot be opted out of.

11. Children’s privacy

The Services are intended for businesses and are not directed toward individuals under 18. We do not knowingly collect personal information from minors.

12. Data breach notification

If we become aware of a data breach that may impact your information, we will notify affected customers as required by applicable laws and provide details on scope, impact, and recommended next steps.

13. Changes to this policy

We may update this Privacy Policy from time to time. Updates take effect when posted on our website. Continued use of the Services after changes constitutes acceptance of the updated Policy.